

Nottingham City Council Housing Services
Overall Balanced Scorecard Report - July 2024

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Jul-24	24/25 YTD	24/25 Target
FINANCE							
HIM6	Rent collection	Higher	SG (RH)	100.16%	98.25%	N/A	100.0%
HIM2	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	£3,810,955	N/A	£3,532,530
LH001	Leasehold/Service Charge collection	Higher	SG (RH)	84.36%	6.68%	35.07%	83.00%
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	1.85%	N/A	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	Lower	SG (RH)	3.05%	2.93%	N/A	3.0%
PEOPLE							
P1	Vacant Full Time Equivalent	N/A	ML	Not Available	28	N/A	N/A
P2	Number of Agency Staff	N/A	ML	Not Available	34	N/A	N/A
Sick	Ave sick days per employee	Lower	ML	14.81	14.69	N/A	8
OPERATIONS & CUSTOMER EXPERIENCE							
R1	Repair appointments kept	Higher	AB (DS)	95.0%	90.42%	91.20%	97.0%
R5COM	Ave days to complete repairs	Lower	AB (DS)	Not available	Not available	Not available	28
RP02	Repairs completed within target timescales	Higher	AB (DS)	Not available	Not available	Not available	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	Not available	Not available	Not available	100.0%
Voids	No of New Voids	N/A	SG (RH)	TBA	82	306	N/A
ALL-ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	7.99	45.92	N/A	45.00
COMPLIANCE							
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	99.93%	N/A	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	Higher	AB (SE)	99.40%	99.42%	N/A	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%

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FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	0	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	0	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	483	N/A	0
RP01	% of stock that is categorised as a non-decent Home	Lower	AB (SE)	0.50%	0.56%	N/A	0.00%
TENANT INVOLVEMENT & EMPOWERMENT							
CH02	Complaints responded to within the timescale	Higher	PS	84.70%	92.31%	89.61%	100.0%
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	N/A	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	Lower	PS	15.5%	10.64%	N/A	N/A
HOME STANDARD							
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%